



[Home \(/ref=breadcrumb\)](#) > [Residential \(/virden/residential/?ref=breadcrumb\)](#)
> [My Account \(/virden/residential/my-account/?ref=breadcrumb\)](#)
> [My Bill \(/virden/residential/my-account/my-bill/?ref=breadcrumb\)](#)
> [Natural Gas Financial Help](#)

Emergencies: 1-855-644-8134

Customer Care: 1-855-872-3242

Financial Help

There are financial assistance programs available in your area for qualified customers who need help paying their natural gas bills.

Getting Started

Find out more about Illinois' financial assistance programs and how you can apply, or support those in need.

Energy Assistance Programs

Energy assistance programs help eligible customers in all of our service areas pay their home heating costs with the help of various local, state, and federal agencies.

[Learn More \(/virden/residential/my-account/my-bill/programs/energy-assistance-programs.html\)](#)

Friendly Follow Up Program

This voluntary program is for seniors, disabled, and seriously ill customers. It provides a way to make sure a third party is also notified when you receive a bill or notice of disconnection.

[Learn More \(/virden/residential/my-account/my-bill/programs/friendly-follow-up-program.html\)](#)

Overdue Bill Options

If you're ever having trouble paying your bill on time, please let us know right away. Depending on your eligibility, we may be able to grant you a credit extension or special payment agreement.

[Learn More \(/virden/residential/my-account/my-bill/programs/overdue-bill-options.html\)](#)

Agency Login

This section is for the use of the government and non-profit agencies that provide assistance to customers who need help paying their utility bills.

[Learn More \(/virden/residential/my-account/my-bill/programs/energy-assistance-agency-login.html\)](#)

Community Energy Assistance Program

You can help the elderly, people with disabilities, and families in need to keep their homes warm by donating to your community's tax deductible energy assistance program.

[Learn More \(/virden/residential/my-account/my-bill/programs/community-energy-assistance-program.html\)](#)

Already a Liberty Utilities customer? Create an account and learn about your online payment options.

[My Account \(/virden/residential/my-account/my-bill/billing-options/go-paperless.html\)](#)